

PROCESS MAPPING

State of Michigan LPI
Methodology Activity

Activity 4



WHAT IS A PROCESS?

A PROCESS IS A SERIES OF ACTIONS
OR TASKS TAKEN TO ACHIEVE AN END
RESULT OR SERVICE

We need to apply for a license.
Let's think about the process...

We can make a
process map!



WHAT ARE PROCESS MAPS?

PROCESS MAPS ARE WORKFLOW
DIAGRAMS THAT VISUALLY REPRESENT
HOW WORK GETS DONE

PROCESS MAPS HELP TO IDENTIFY:

- DECISION POINTS
- REDUNDANT TASKS
- ISSUES

YES!

NO!



BEFORE PROCESS MAPPING...

IDENTIFY THE PROCESS AND THE INDIVIDUALS THAT WILL NEED TO PROVIDE INPUT



LET'S FACILITATE THIS ACTIVITY
WITH ALL INDIVIDUALS THAT ARE
PROVIDING INPUT (CORE TEAM)



PROCESS MAPS ARE CODED BY COLOR AND SHAPE



PROCESS
TRIGGER



DETAILED
PROCESS
STEPS

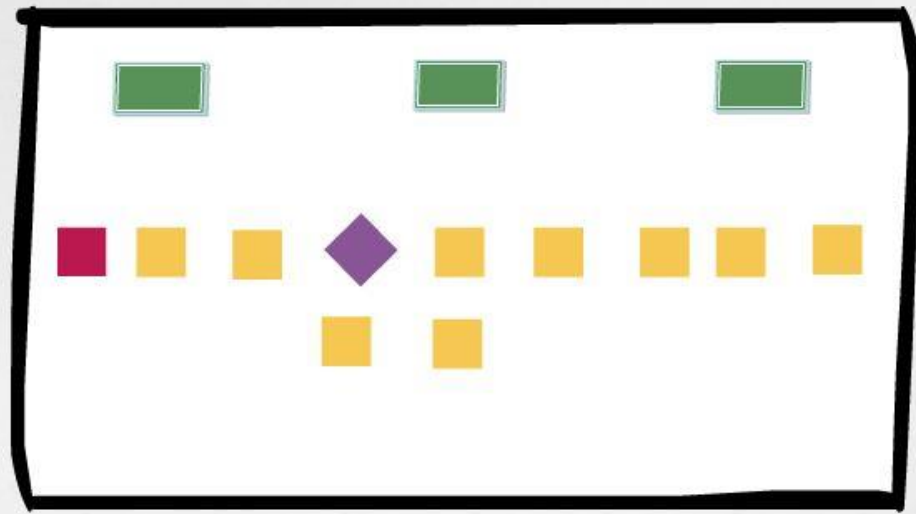


HIGH-LEVEL
PROCESS
STEPS

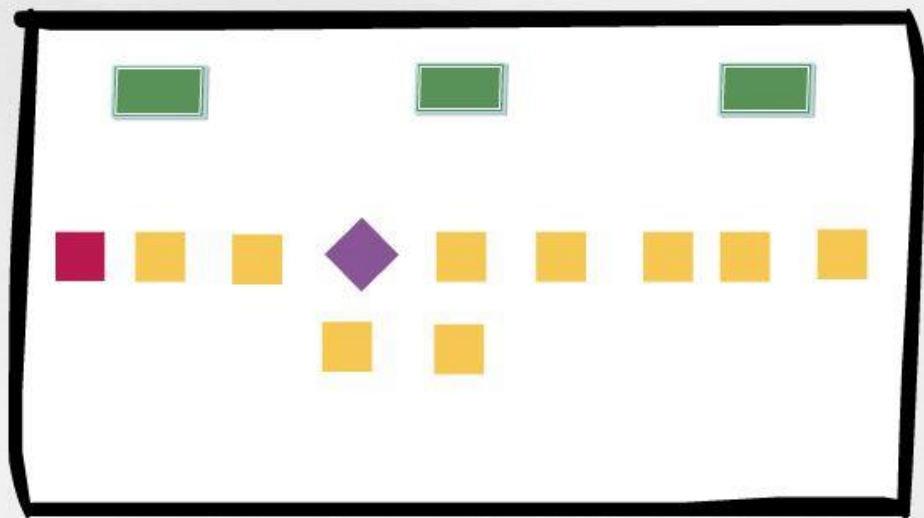


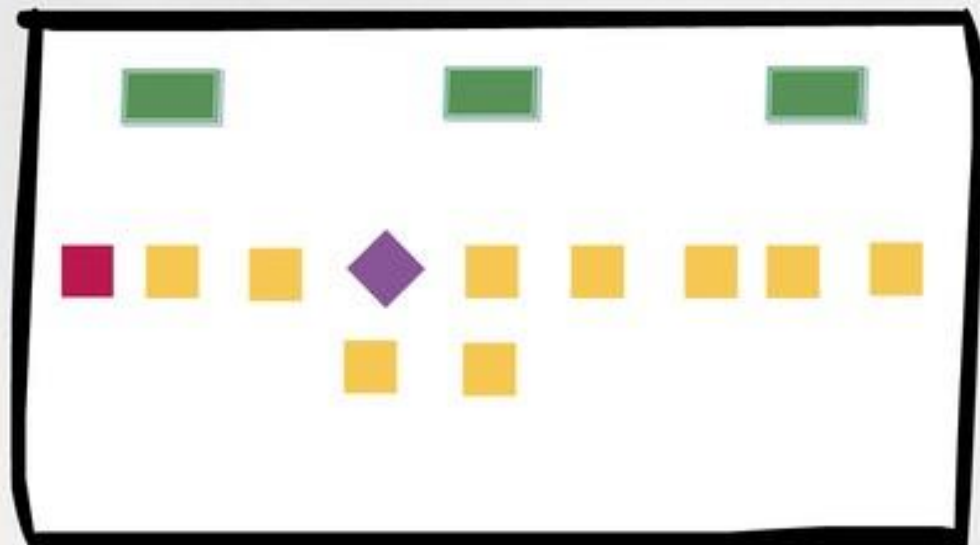
DECISION
POINTS

USE POST-IT NOTES
AND BANNER PAPER
TO REFLECT HOW
WORK GETS DONE



UTILIZE TEAM
MEMBERS TO
COMPLETE THE
EFFORT





USE A MARKER
AND WRITE LARGE
SO EVERYONE
CAN READ





Now let's begin...

TO BEGIN, SELECT A

FLOW ITEM

TO IDENTIFY A FLOW ITEM, USE THE
MOST COMMON TYPE OF SERVICE OR
PRODUCT THAT "FLOWS" THROUGH A
PROCESS

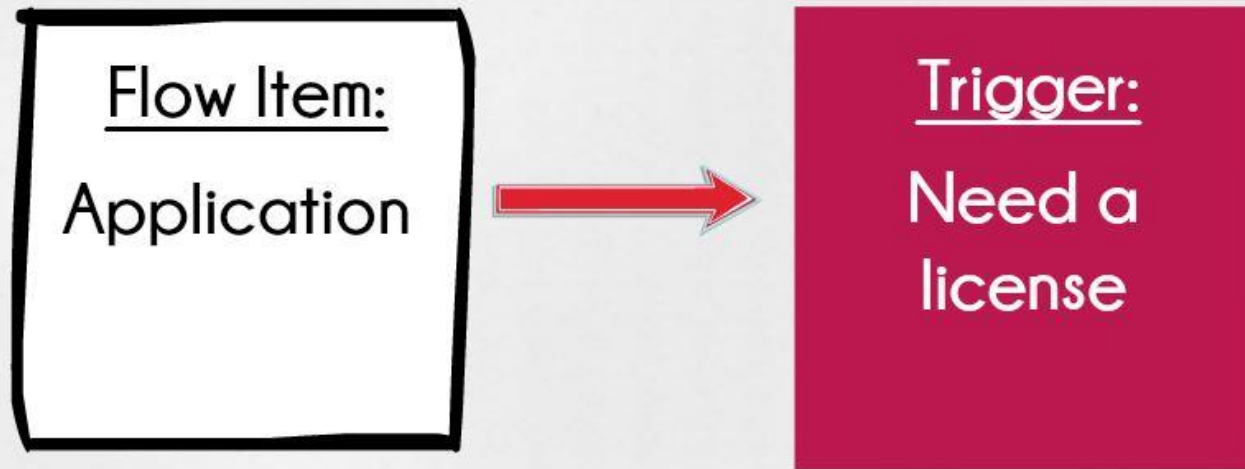
Flow Item

Application

The flow item helps identify
process steps from beginning
to end.



THE FLOW ITEM WILL HELP TO
DETERMINE THE TRIGGER THAT
BEGINS THE PROCESS



HELPFUL HINT: USE VERB/NOUN FORMAT, NOT FULL SENTENCES

THE 80% RULE

Remember, you want to focus on what flows through the process 80% of the time or 80% of the volume.

Using the flow item and the 80% rule can help to avoid "it depends..." loops in your process map

Focus on common steps in the process, not special cases



MAP THE HIGH-LEVEL STEPS OF THE PROCESS...



Fill out
Application

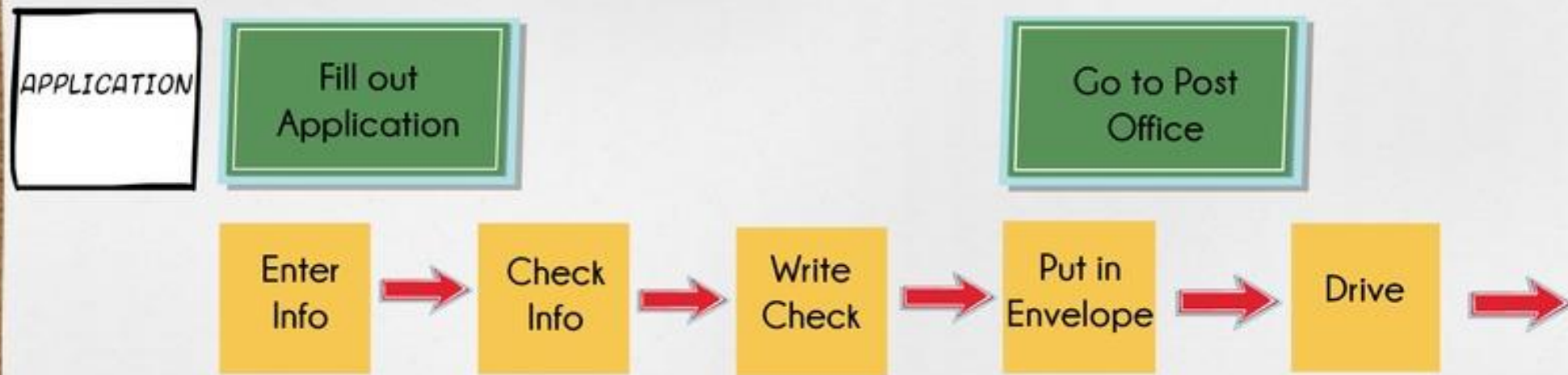
Go to Post
Office

Mail

Receive
License

...THIS PROVIDES AN OVERVIEW OF VARIOUS
PHASES OF THE PROCESS IN 5-10 STEPS

NEXT...MAP THE DETAILS OF THE PROCESS UNDER EACH HIGH LEVEL STEP



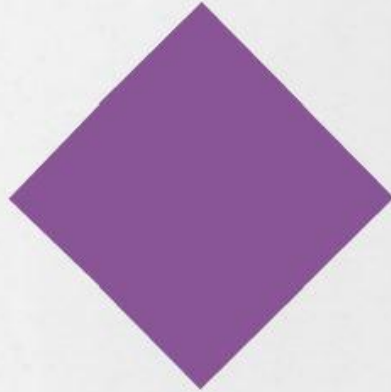
IDENTIFY THE TASKS AS THEY CURRENTLY HAPPEN

*WHILE MAPPING THE DETAILED PROCESS,
IDENTIFY DECISION POINTS...*



Decision
Point

*DECISION POINTS ARE POINTS IN THE
PROCESS WHERE A SPECIFIC COURSE OF
ACTION IS INITIATED*



EXAMPLE:



Yes



Go to Post Office



Buy stamp

No



Put in box
at Post
Office



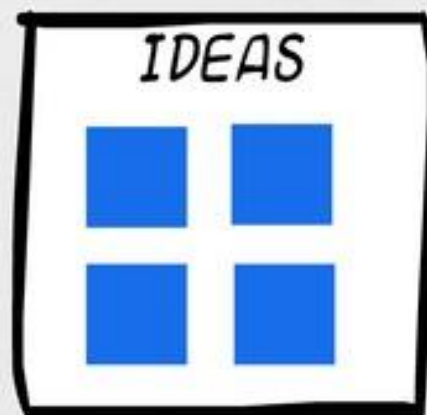
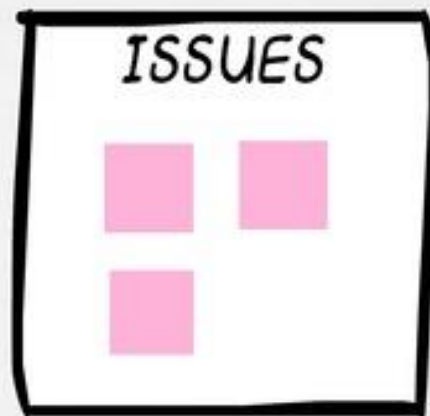
THE EVALUATION OF DECISION POINTS CAN IDENTIFY UNNECESSARY REVIEWS AND APPROVALS

Hmm, are these reviews necessary?
Can they be reviewed at a lower
level?



While process mapping, you may think of issues and redesign ideas for the new process

Start documenting these issues and ideas as soon as you think of them!



PINK POST-IT NOTES ARE FOR "ISSUES"

Nobody
communicates
when stamps
are needed

Use a checklist
to order stamps

BLUE POST-IT NOTES ARE FOR "IDEAS"

THESE NOTES WILL DRIVE
FURTHER DISCUSSION AND HELP
DETERMINE OPPORTUNITIES FOR
IMPROVEMENT

ONCE YOU HAVE FINISHED MAPPING,
DOCUMENT THE MAP ELECTRONICALLY



PROCESS MAPPING HELPS TEAMMATES IDENTIFY...

BOTTLENECKS



TIME



CUSTOMER
INTERACTIONS



PROCESS MAPPING HELPS TEAMMATES IDENTIFY...

HANDOFFS



DUPLICATION OF
PROCESS STEPS



ANY OTHER
ISSUES





IS THERE WORK IN YOUR AREA
THAT COULD BENEFIT FROM
PROCESS MAPPING?



THINK ABOUT A PROJECT
THAT COULD RESULT IN:

- REDUCED WORKLOAD
- REDUCED COST
- IMPROVED SERVICE

THAT'S HOW
PROCESS MAPPING
CAN IMPROVE
PROCESSES

CLICK BELOW FOR THE MODULE REVIEW!

MUST COMPLETE THE SURVEY TO RECEIVE
CERTIFICATE OF COMPLETION FOR LEVEL I LPI TRAINING



THE INTENDED AUDIENCE FOR THIS MODULE IS STATE OF MICHIGAN EMPLOYEES ONLY AND THE USE OF THIS MATERIAL IS THE SOLE
RESPONSIBILITY OF THE AUDIENCE